

**CLERK'S SUMMARY OF AGENDA ACTION
AND OFFICIAL MINUTES
GOVERNMENTAL STRUCTURE TASK FORCE
FEBRUARY 2, 2006**

The Governmental Structure Task Force convened at 2:23 p.m. on February 2, 2006 in the County Commission Chamber on the second floor of the Stephen P. Clark Center, 111 Northwest First Street, Miami, Florida, there being present Chairman Dennis C. Moss and Commissioner Sally A. Heyman; (Commissioners Natacha Seijas and Rebeca Sosa were late); Assistant County Attorney Abigail Price Williams; Assistant County Managers Alina Hudak and Corinne Brody; Deputy Clerks Alicia Stephenson and Zorana Gainer.

I. Introduction & Welcome

Chairman Moss welcomed everyone to today's Task Force meeting and expressed appreciation to Commissioner Heyman and staff for their attendance. Chairman Moss noted he would be discussing the agenda items out of order.

VIII. Secret Shopper Program

Ms. Marla Warner, Senior Assistant, Miami-Dade County Office of Strategic Business Management gave an update of the Secret Shopper Program. She noted the program, which had been in operation approximately five years, provided opportunities to evaluate customer service levels and was used as a tool to help identify areas that needed improvement. Ms. Warner presented the results of the evaluations, which she noted were sent to all department directors, and noted this program had proven successful. She also noted other municipalities had inquired regarding the possibility of starting similar secret shopper programs.

Commissioner Heyman suggested more exit interviews be conducted with real customers that have real issues; this would provide a more accurate evaluation of Miami-Dade County's employee's customer service.

Commissioner Seijas suggested including protocol within the secret shopper program at Miami International Airport.

VI. Procurement Process Reform

Ms. Miriam Singer, Director, Department of Procurement Management, presented recommendations that would improve value added purchases for Miami-Dade County. There were 23 recommendations for additional administrative reform and 12 for legislative reform; Ms. Singer noted approximately 30 to 40 percent of processing time for solicitations may be cut if implemented successfully.

Commissioner Heyman expressed concern regarding the comprehensive report being submitted too late for review.

In response to Commissioner Heyman's concerns Vice Chairman Moss advised Ms. Singer to move forward with presentation and the comprehensive report will be discussed at the next meeting.

Commissioner Sosa indicated that she agreed to sponsor the legislative agreement item. She requested Ms. Singer include the item separately and bring the pending items before the committee. Commissioner Sosa asked for a follow up report regarding the database system, and recommendations to make the system more efficient.

Ms. Singer provided an overview of legislative recommendations that would establish an automatic waiver for approved items to go to the next scheduled meeting.

Discussion ensued regarding the renewal of procurement contracts. Commissioner Moss voiced concern regarding the County Commission's authority to review procurement contracts before they were renewed.

Commissioner Sosa voiced her concerns regarding procurement contracts being increased upon renewal and noted that the 130-day process, which did not always work, was in place to prevent the contract from being increased without the County Commission's knowledge or authority. She suggested establishing a mechanism to make sure commissioners were aware of such contract renewals.

Commissioner Seijas suggested contracts renewals be forwarded directly to the Commission for approval, as opposed to Commission Committees.

Commissioner Moss concurred with Commissioner Seijas suggested the process be amended to allow the County Commission to review contracts before they were renewed.

In response to Commissioner Moss' request, Ms. Singer stated the process would be amendment and included for discussion at the next Task Force meeting.

Ms. Singer asked the Task Force to consider allowing usage of electronic signatures. She noted this would allow use of e-signatures, use of e-solicitations, requisitioning, purchase order dispatches, and provide for real time tracking and reporting of department allocations and expenditures. The e-signature system would also allow users (vendors) to search and access postings, track award information.

Ms Singer requested threshold levels of delegated authority for small purchases be increased from 10 thousand dollars to 25 thousand. She noted this would relieve the department's workload and delegate some responsibility to department directors. She pointed out; however, that the department would still be responsible for purchases over 25 thousand.

Commissioner Seijas asked Ms. Singer to provide a report regarding the feasibility of increasing the department director's authority to approval small purchases not to exceed \$25, 0000, in lieu of \$10,000.

In response to Commissioner Seijas' request, Ms. Singer stated that her staff would provide an activity report from two previous fiscal years. Ms. Singer expressed appreciation to Commissioner Sosa for sponsoring the Expedited Purchasing Pilot Program (EPP). She also expressed appreciation to each of the Committee members for extending the EPP Program.

Ms. Singer stated the recommended change for the EPP program was to allow the Director to award EPP projects at the same threshold that the position has delegated authority.

In response to Commissioner Seijas' concern regarding bid protests being disregarded or overridden, Ms. Singer stated her staff would conduct market research and provide a report.

Ms. Singer asked Committee members to consider increase increasing the County Managers authority to approve contracts not the exceed \$3 million dollars, in lieu of \$1 million dollars.

Ms. Singer recommended amending the Cone of Silence to allow more flexibility in communicating with staff during the procurement process. She noted she would like the ability to freely communicate with the Assistant County Manager in effort to brief him/her on procurement/solicitation issues.

Commissioner Heyman stated she supported the revision to the Cone of Silence for the sharing information. She recommended the following qualifying language be added: "preference of selection will not be altered. Statement of whom the vendor award was going to be before the selection process."

Commissioner Sosa suggested a workshop be scheduled to discuss issues involving the Cone of Silence and that the process be altered based on the recommendations presented at the workshop, rather than amending the process today.

Ms. Singer stated she would follow up on the recommendations. She said she would continue to brief Task Force members and to work with them to develop the recommendations.

IV. 311

Ms. Judy Zito, Chief Information Officer, gave a brief update on 311. She noted beginning in March the pilot program "Employee Eyes and Ears" would be implemented. This program would engage County employees to go into the community and identify

potholes, trash piles and other problems using the 311 System. Ms. Zito noted in February, the 311 System will be operated on Saturdays and Sundays from 9 a.m. to 5 p.m, and the Administration was considering implementing a closed loop program to follow up with citizens to ensure that the responses to their questions/requests were satisfactory. She noted task force members would be given an overview of the "Service Stat" which was a tool that could be used to track the nature of service requests received by district or Countywide.

Ms. Zito noted a radio program was launched in January of this year to educate the public on the 311 System.

Ms. Zito gave an update regarding Webcasting. She noted County Commission and Committee/Subcommittee members were available to the public through Webcasting and these meetings were archived for future retrieval.

Commissioner Moss commented that Webcasting was a wonderful tool for the public to keep abreast of County activity.

VII. Sterling Challenge

Ms. Marla Warner representing the Office of Strategic Business Management gave an overview of the Sterling Challenge. She noted nine County Departments were submitted applications for the Sterling Challenge award for performance excellence. Ms. Warner explained that "Sterling Examiners" would look at each of the department's operations and provided feedback in June or July. She noted the County was recognized for outstanding projects (greatest community impact, and greatest financial impact) at the Florida Sterling Team Showcase Competition.

Commissioner Seijas asked that articles regarding departments that were participants or recipients of the Sterling Challenge award be featured in The Chamber Gazette.

Ms. Warner explained that this information would be placed in The Chamber Gazette as recommended by Commissioner Seijas.

IX. Informational Item: Resident Satisfaction Survey

Ms. Corinne Brody, Assistant County Manager, gave a brief update on the Countywide Customer Satisfaction Survey, noting the final report would be issued in March. Ms. Brody noted over three thousand responses were submitted to the surveys, which covered issues pertaining to public safety, transportation, customer service, street maintenance, parks, library, culture, and community imaging. This report also included comparative data on other counties participating in the surveys versus the County. Ms. Brody explained that the GIS maps would be used at the next meeting to provide visuals of areas that may be targeted for further improvement.

II. Proposed Extension of the Task Force

Commissioner Moss noted the resolution creating this body—the Governmental Structure Task Force (GSTF) had expired, and County Commission Chairman, Joe Martinez, had initiated efforts to have proposed ordinance reconstituting this body forwarded for the County Commission’s consideration in about five weeks. He noted the results of the Resident Satisfactory Survey and the Sterling Challenge Award would be available when this ordinance was considered by the County Commission and could be included in the final report made available to the public.

III. Resolution empowering Chairman to respond on behalf of the Commission

Commissioner Moss noted that this item has evoked some controversy within the community, however, it was feasible because it allows the County Commission Chairperson to respond on behalf of the County Commission members (in their absence) to clear up any inaccurate information. He noted that Webcasting allowed the citizens of this community to view meetings and ensure that the commissioners were accomplishing the intent of this resolution.

There being no further business to come before the committee, Meeting was adjourned.

Commissioner Dennis C. Moss, Chairman
Governmental Structure Task Force

